

Choosing Your HMO

January 2006



Information in this booklet may
have changed since printing.

The information in this booklet is for the
Wisconsin Medicaid and BadgerCare
HMO programs.

Questions? Call toll free at 1-800-291-2002
(Español and Hmong translated).

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Dear Potential HMO Enrollee:

Most families participating in Wisconsin Medicaid and BadgerCare receive their health care through HMOs (Health Maintenance Organizations). This booklet will help you choose an HMO for your family. You must choose the same HMO for all eligible family members.

Not all HMOs in this book are available to you. Your HMO Enrollment Choice form lists the HMOs you may choose from, except that HMOs marked “full” do not have room for new members.

You must enroll in an HMO if two or more HMOs are available to you. If only one HMO is available in your area, call the HMO Enrollment Specialist to find out if HMO enrollment is the best choice for you.

The **Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist** is available toll free at **1-800-291-2002** from 7:00 a.m. to 6:00 p.m. Monday through Friday to answer your questions about HMO enrollment. The Enrollment Specialist provides language translations for those who need it.

The Enrollment Specialist can tell you if your doctor accepts any of the Medicaid and BadgerCare HMOs. The Enrollment Specialist can also enroll you into the HMO of your choice right over the telephone or they can help you complete the form.

Thank you for choosing your Wisconsin Medicaid and BadgerCare HMO!

Choosing the HMO That is Best for Your Health Care Needs

When you choose an HMO, all family members listed on your HMO Enrollment Choice form must receive health care from that HMO. It is important to choose the one HMO that is best for all family members. It is important to learn about the HMOs in your area that provide care through the Wisconsin Medicaid and BadgerCare HMO program.

Read the materials about the HMOs carefully. Look over all the information provided. Do you know anyone who has used any of these HMOs? If so, ask them about the HMO.

Take time to answer these questions before you choose your HMO:

Health Care Providers and Clinics

- Are the primary doctors your family uses in any of these HMOs?
- Is the clinic your family goes to connected with any of these HMOs?
- Does anyone in your family go to a health care specialist who belongs to an HMO?

Hospitals and Pharmacies (Drugstores)

- Is the hospital or pharmacy your family likes to use connected with any HMO?
- Is there a hospital or pharmacy close by that is connected with an HMO?

Other Health Insurance

Do you have other health insurance? You will be expected to see health care providers who accept your other insurance as well as your HMO. The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can tell you how to match your HMO enrollment with your other insurance so you can use both insurance plans. Call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free).

Other Providers

Are there any other providers your family uses, such as dentists, eye doctors, and counselors, connected with an HMO?

Office Hours

- What hours are the doctors or clinics and other providers open that are with the HMO?
- Do any of them have evening hours?

Special Health Services

- Does the HMO offer any special health care services your family needs?
- Does the HMO offer free health services?

If you need help, please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free).

Wisconsin Medicaid HMO Report Card

There are many things to think about when choosing an HMO. Which doctors, clinics, and hospitals are available? Where are they located? Which HMO performs the best in the areas of care and service that are important to you? The **HMO Report Card** can help you make this important choice. It compares one HMO to another in five areas of health care (HealthChecks, shots, and lead screens for children; pap tests for women; and mental health and substance abuse evaluations) and four areas of enrollee satisfaction (customer service, getting needed care, the health plan, and health care). For more information about HMOs, call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at **1-800-291-2002** (toll free).

Key to Ratings (Note: An HMO is shown as above or below the average only when the difference is large enough to show a true difference in performance.)

☆☆☆ Above average (compared to other HMOs)

☆☆ Average (compared to other HMOs)

☆ Below average (compared to other HMOs) (does not mean that the HMO provides poor care or bad service, but only that the HMO scored below average compared to other HMOs)

Wisconsin Medicaid 2004 HMO Report Card									
	HMO Reported Health Care ¹					Consumer Satisfaction with the HMO ²			
	Health Checks	Shots	Lead Screens	Pap Tests	MH/SA Evaluation	Customer Service	Getting Needed Care	Health Plan	Health Care
Compcare Health Plan*	☆☆☆	☆☆☆	☆☆	☆☆	☆	☆☆	☆☆	☆	☆
Dean Health Plan	☆☆	☆☆	☆☆	☆	☆☆☆	☆☆	☆☆☆	☆☆	☆☆
Group Health Cooperative of Eau Claire	☆☆	☆☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆	☆☆
Group Health Cooperative of South Central Wisconsin	☆☆	☆☆	☆☆	☆	☆	☆☆	☆☆	☆☆☆	☆☆
Health Tradition Health Plan	☆☆	☆☆☆	☆☆	☆☆☆	☆☆☆	☆☆	☆☆	☆☆☆	☆☆
Managed Health Services	☆	☆	☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆

*Previously Atrium Health Plan.

Wisconsin Medicaid 2004 HMO Report Card									
	HMO Reported Health Care ¹					Consumer Satisfaction with the HMO ²			
	Health Checks	Shots	Lead Screens	Pap Tests	MH/SA Evaluation	Customer Service	Getting Needed Care	Health Plan	Health Care
MercyCare Insurance Company	★★★	★★★	★★	★★	★★★	★★	★★	★	★★
Network Health Plan	★★	★★	★★★	★★★★	★★	★★	★★	★	★★
Security Health Plan	★★	★★★	★★★	★★	★★★★	★★	★★	★★	★★
UnitedHealth-care	★★	★	★	★★★★	★	★	★★	★	★★
Unity Health Insurance	★★	★★	★	★★★★	★★	★★	★★	★★★★	★★

¹ Ratings based on information reported by HMOs participating in Medicaid for services they provided to Medicaid and BadgerCare enrollees in 2003.

² Ratings based on a survey of Medicaid and BadgerCare enrollees conducted in 2003.

HMO Service Areas

The following chart indicates the counties that the Wisconsin Medicaid and BadgerCare HMOs serve. The key to the chart is at the bottom of the page.

	Adams	Ashland	Barron	Bayfield	Brown	Buffalo	Burnett	Calumet	Chippewa	Clark	Columbia	Crawford	Dane	Dodge	Door	Douglas	Dunn	Eau Claire	Florence	Fond du Lac	Forest	Grant	Green	Green Lake	Iowa	Iron	Jackson	Jefferson	Juneau	Kenosha	Kewaunee	La Crosse	Lafayette	Langlade	Lincoln	Manitowoc
Abri Health Plan																																				
Children's Community Health Plan																													A							
CompCare Health Plan*		P	A	P		P	P		A			A				P	A	A				P					P		A			A				
Dean Health Plan													A															P								
Group Health Cooperative of Eau Claire		P	A	P		P	P		A	P						P	A	A									P								P	
Group Health Cooperative of South Central Wisconsin													A																							
Health Tradition Health Plan						P						P																				A				
Managed Health Services					A			A	A				P						A					A				P		A				A		A
MercyCare Insurance Company													P										P					P								
Network Health Plan					A			A	A				P						A					A				P		A				A		A
Security Health Plan	P	P	A						A	A								A		A						P	A		P					A	A	
UnitedHealthcare of Wisconsin					A			A											P					A					A	A						A
Unity Health Insurance													A																							

*Previously Atrium Health Plan.

A = HMO serves entire county
P = HMO serves only part of county

	Marathon	Marinette	Marquette	Menominee	Milwaukee	Monroe	Oconto	Oneida	Outagamie	Ozaukee	Pepin	Pierce	Polk	Portage	Price	Racine	Richland	Rock	Rusk	St. Croix	Sauk	Sawyer	Shawano	Sheboygan	Taylor	Trempealeau	Vernon	Vilas	Walworth	Washburn	Washington	Waukesha	Waupaca	Waushara	Winnebago	Wood
Abri Health Plan					A					A						A																A				
Children’s Community Health Plan					A											A																A				
Compcare Health Plan*						A					P	P	P				P		P	P	P	P				A	A			A						
Dean Health Plan																		P			P															
Group Health Cooperative of Eau Claire	P										P	P	P		A				A	P		P			P	P				A						
Group Health Cooperative of South Central Wisconsin																																				
Health Tradition Health Plan						P																				P	P									
Managed Health Services	A		A	A	A		A		A	A						A		A					A	A	A				A		A	A	A	A	A	A
MercyCare Insurance Company																		A											A							
Network Health Plan	A		A	A	A		A		A	A						A							A	A	A				A		A	A	A	A	A	A
Security Health Plan	A						A							A	A				A			A			A			A		P			P			A
UnitedHealth-care of Wisconsin			A	A	A		A		A	A						A							A	A							A	A	A	A	A	
Unity Health Insurance																																				

*Previously Atrium Health Plan.

A = HMO serves entire county
P = HMO serves only part of county



Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Milwaukee	Brown Deer Milwaukee Cudahy Franklin Glendale Greendale Greenfield Hales Corners Oak Creek Shorewood South Milwaukee St. Francis Wauwatosa West Allis Whitefish Bay	Milwaukee — Columbia Hospital Milwaukee — Sacred Heart Rehab Institute Milwaukee — St. Mary's Hospital Milwaukee — St. Michael Hospital Milwaukee — St. Joseph Regional Medical Center Milwaukee — St. Francis Hospital Milwaukee — The Wisconsin Heart Hospital Milwaukee — Children's Hospital of Wisconsin
Ozaukee	Cedarburg Grafton Mequon Thiensville	Mequon — Columbia/St. Mary's Ozaukee
Racine	Burlington City of Racine Kansasville Union Grove Waterford	Racine — St Luke's Hospital Racine — St Mary's Medical Center
Waukesha	Brookfield Hartland Menomonee Falls Mukwonago Muskego New Berlin Oconomowoc Pewaukee Waukesha	Brookfield — Elmbrook Memorial Hospital

Some of Abri's Clinics — Please check our provider directory or Web site for a complete listing.

Children's Medical Group
3975 N 68th St

North Shore Pediatrics
10046 Port Washington Rd

16th Street Clinic
1032 S 16th St

Family Medical Clinic
5434 W Capitol Dr

Sethi Medical Clinic
1218 W Kilbourn Ave

Southeastern Pediatrics
8532 W Capitol Dr

MLK Clinic
2555 N MLK Dr

Shafi Medical Clinic
1218 W Kilbourn Ave

Southside Pediatrics and Primary Care Clinic
2727 W Cleveland Ave

General Information

Customer Service:	1-888-999-2404 (toll free) or 1-262-946-1160 1-888-999-2404 (Nightline and After Hours) (toll free)
TDD Services:	1-262-946-1259 (Monday-Friday 8 a.m. to 5 p.m.) or 1-800-WI RELAY (Monday-Friday, after 5 p.m. and on weekends)
Web Site:	www.AbriHealthPlan.com/
Translation Services:	1-888-999-2404 (toll free) or 1-262-946-1160

Abri Health Plan has over 1,000 physicians to serve your health care needs. To find out what physicians are in your area, please call Customer Service at 1-888-999-2404 (toll free) or 1-262-946-1160. The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find a physician in the Abri Health Plan network. Please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many drug stores in your area including K-Mart Pharmacy, Osco Drugs, Serv-U-Pharmacy, ShopKo, Target Pharmacy, Walgreens and Wal-Mart Pharmacy. Show your Forward card and any other insurance cards to the pharmacist. To find out if Abri Health Plan will pay for your prescriptions from your favorite drug store, ask your Pharmacist or call Customer Service at 1-888-999-2404 (toll free) or 1-262-946-1160.

What special services are available to me?

- Abri has personalized and compassionate local customer service available to you 24 hours a day, seven days a week.
- Abri has staff that speaks English, Spanish, Hmong and German. We also have interpreter services for other languages.
- Abri will send you a quarterly newsletter filled with helpful tips and resources.
- Abri has a community health promotion and outreach specialist to access and arrange for your healthcare needs.
- Vision services.
- Non-emergency transportation to and from any medical or dental appointments including pharmacy visits, lab work, and behavioral health services.
- Walk-in clinic (Urgent Care) hours available on weekends and evenings.
- Behavioral health services.
- Abri has advocates on staff to help you with any needs you may have related to access to care issues and cultural sensitivity.
- Abri Health Plan covers almost all over-the-counter drugs and has a hassle free process for your physician to prescribe drugs.
- Dental Services (except Ozaukee county).
- Chiropractic services in Milwaukee and Waukesha.

What enrollment rules must I follow?

We can help you to choose a primary care physician (PCP) when you enroll with us. You can do this by calling Customer Service at 1-888-999-2404 (toll free) or 1-262-946-1160. You can change your PCP and see him/her that same day by calling the same number.

Women can choose both an OB/GYN and another PCP; a referral to see an OB/GYN is not needed.

Abri Health Plan provides chiropractic and dental services in certain counties. You may see any participating dentist or chiropractor in our network without a referral. Please see our provider directory for a complete listing or visit our Web site at www.AbriHealthPlan.com. You may also call 1-888-999-2404.

Referrals to a specialist are handled through your PCP.

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Kenosha	Kenosha Paddock Lake Pleasant Prairie Salem Twin Lakes	Kenosha — Children's Hospital of Wisconsin Kenosha — United Hospital System — Kenosha Medical Center Kenosha — United Hospital System — St. Catherine's Medical Center Kenosha — Aurora Medical Center
Milwaukee	Bay View Brown Deer Cudahy Franklin Greendale Greenfield Hales Corners Milwaukee Oak Creek St. Francis Shorewood South Milwaukee Wauwatosa West Allis Whitefish Bay	Milwaukee — Aurora Sinai Medical Center Milwaukee — Children's Hospital of Wisconsin Milwaukee — Columbia St. Mary's Hospital — Columbia Campus Milwaukee — Columbia St. Mary's Hospital — Milwaukee Campus Milwaukee — Froedtert Hospital Milwaukee — Sacred Heart Rehab Institute Milwaukee — St. Francis Hospital Milwaukee — St. Joseph's Regional Med. Ctr. Milwaukee — St. Michael Hospital Milwaukee — West Allis Memorial Hospital Milwaukee — Wisconsin Heart Hospital
Racine	Burlington Racine Union Grove Waterford	Racine — Memorial Hospital of Burlington Racine — All Saints Medical Center — St. Luke's Campus Racine — All Saints Medical Center — St. Mary's Campus
Waukesha	Brookfield Delafield Dousman Hartland Menomonee Falls Mukwonago Muskego New Berlin Oconomowoc Pewaukee Sussex Wales Waukesha	Brookfield — Elmbrook Memorial Hospital Menomonee Falls — Community Memorial Hospital Oconomowoc — Oconomowoc Memorial Hospital Waukesha — Waukesha Memorial Hospital

General Information

Customer Service: 1-800-482-8010 (toll free)
TTY/TDD Services: 1-877-733-6456
Hours: Monday-Thursday 7:30 a.m. to 5:00 p.m.
Friday 8:00 a.m. to 4:30 p.m.
Nurseline: 1-800-257-5861 (toll free)
Web Site: www.childreuschp.com

Please call our Customer Service Department at 1-800-482-8010 (toll free) to find out what doctors, clinics and hospitals are with Children's Community Health Plan.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find out what doctors are with Children's Community Health Plan. Please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many pharmacies throughout the Children's Community Health Plan service area, including Aurora, Covenant, Kmart, Osco, Serv U, Target, Walgreens and Wal-Mart. To find out if Children's Community Health Plan will pay for specific prescriptions, ask your pharmacist or call Customer Service at 1-800-482-8010 (toll free). Be sure to show the pharmacy your Forward card and any other insurance cards that you have.

What special services are available to me?

- Dental, vision and behavioral health services.
- You will periodically receive a Children's Community Health Plan newsletter, with useful health advice and information as well as **Parenting Works**, a newsletter through Children's Hospital of Wisconsin.
- For members who live in Milwaukee County, non-emergency transportation (no charge) to and from any medical appointments including pharmacy visits and lab work. Members who live in other counties can contact their worker at the Department of Health and Human Services for help.
- Nurseline — Nurses who will assist you and your family in obtaining help or medical attention if you cannot reach your Primary Care Provider after normal business hours.
- Free classes offered through Children's Hospital and Health System, designed to help parents and caregivers improve the health of children. Topics include: child brain development, chronic illness management, discipline vs. punishment, healthy eating habits, etc.
- Free fittings and safety checks for car and booster seats.
- **Catch Your Breath — Asthma Survival Skills** class offered at no charge.
- **The ClearPath Program** which offers a short educational program for parents related to dental care, and guarantees that families never wait longer than six weeks for dental appointments for their children.

What enrollment rules must I follow?

We would like you to choose a Primary Care Provider (PCP) for you and each member of your family when you enroll in Children's Community Health Plan. Each family member can have his or her own doctor. If you need help in choosing a PCP, you can call Customer Service at 1-800-482-8010 (toll free). You can change doctors or clinics at any time by calling Customer Service at 1-800-482-8010 (toll free).

Women can see any Children's Community Health Plan OB/GYN without need for a referral.

Your PCP is responsible for coordinating all of your health care needs. Children's Community Health Plan will cover the care you receive from any of the providers within the Children's Community Health Plan network. Please see our Provider Directory for a complete list of the providers in our network, or visit our web site at www.childreuschp.com. If you have a question about whether a specific doctor is in our network, you can contact Customer Service at 1-800-482-8010 (toll free).

Children's Community Health Plan provides dental services. You may see any participating dentist in our network without a referral. Please see our Provider Directory for a complete listing of providers or visit our web site at www.childreuschp.com. If you have a question about whether a specific dentist is in our network, you can contact Customer Service at 1-800-482-8010 (toll free).

Chiropractic services are covered under Medicaid fee-for-service, not by Children's Community Health Plan. You can receive chiropractic care from any chiropractor who is willing to accept the Medicaid Forward card.

Compcare Health Plan

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)		Hospitals in County
Ashland	Ashland		Ashland — Memorial Medical Center
Barron	Chetek	Rice Lake	Cumberland — Cumberland Memorial Hospital
	Cumberland	Turtle Lake	Rice Lake — Lakeview Medical Center
Bayfield	Bayfield		
Buffalo			
Burnett	Grantsburg	Webster	Grantsburg — Burnett Medical Center
	Siren		
Chippewa	Cadott	Cornell	Chippewa Falls — St. Joseph's Hospital
	Chippewa Falls		Stanley — Our Lady of Victory Hospital
Clark	Thorp		
Crawford	Prairie du Chien		Prairie du Chien — Prairie du Chien Memorial Hospital
	Soldiers Grove		
Douglas	Superior		Superior — St. Mary's Hospital
Dunn	Menomonie		Menomonie — Myrtle Werth Hospital
Eau Claire	Augusta		Eau Claire — Sacred Heart Hospital
	Eau Claire		
Grant	Boscobel		Boscobel — Boscobel Area Health Care
	Muscoda		
Jackson	Black River Falls		Black River Falls — Black River Memorial Hosp.
Juneau	Elroy	New Lisbon	Mauston — Hess Memorial Hospital
	Mauston	Wonewoc	
	Necedah		
LaCrosse	LaCrosse		LaCrosse — Lutheran Hospital
	Onalaska		
Monroe	Cashton	Sparta	Tomah — Tomah Memorial Hospital
	Norwalk	Tomah	
Pepin			
Pierce	Elmwood		River Falls Area Hospital
	Prescott		
Polk			
Richland			
Rusk	Ladysmith		Ladysmith — Rusk County Memorial Hospital
Sauk			
Sawyer	Hayward	Stone Lake	Hayward — Hayward Memorial Hospital
	Radisson		
St. Croix	Baldwin		Baldwin — Baldwin Community Hospital
	Glenwood City		New Richmond — Holy Family Hospital
Trempealeau	Blair	Osseo	Whitehall — Tri-County Memorial Hospital
	Independence	Whitehall	Osseo — Osseo Area Medical Center
Vernon	Hillsboro	Viroqua	Hillsboro — St. Joseph's Memorial Hospital
	LaFarge	Westby	Viroqua — Vernon Memorial Hospital
	Viola		
Washburn	Minong	Spooner	Shell Lake — Indianhead Medical Center
	Shell Lake		Spooner — Spooner Health System Hospital

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)		Hospitals in County
Providers Outside of Service Area			
Iowa	Lansing McGregor	Monona	
Minnesota	Cottage Grove Duluth Hastings	Hermantown LaCrescent Winona	Duluth — Miller Dwan Medical Center Duluth — St. Luke’s Hospital Duluth — St. Mary’s Medical Center Hastings — Regina Medical Centers Winona — Community Memorial Hospital

General Information

Call 1-888-203-7771 (toll free) or 1-715-552-4310 and ask for a Member Services Representative. Interpreting services are available.

CompCare has many clinics and doctors in your neighborhood working to keep you and your family healthy. To find out if your doctor is a member of our provider network, or to get help choosing a doctor contact our Member Services Representative at the numbers listed above.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find a doctor in your HMO. Please call 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

Most local drugstores will fill prescriptions for CompCare members. Call our Member Services Representatives at 1-888-203-7771 (toll free) or 1-715-552-4310 to find out if CompCare will pay for prescriptions from your favorite drugstore.

What special services are available to me?

Many of our doctors and nurses offer special health education classes, including nutrition and weight-control classes. Your clinic or doctor may also offer special one-on-one counseling on topics of interest to you and your family, such as how to stop smoking. Nurses are available to answer your health questions after hours and on weekends by calling our 24-hour Nurse Advice Line. If you need more information call CompCare Member Services Representatives.

What enrollment rules must I follow?

You should choose a primary care clinic when you enroll with us. Your clinic may offer doctors or other medical providers specializing in Pediatrics, Family Practice, Internal Medicine, or OB/GYN, and nurses with special advanced training. Our Member Services Representatives can help you choose or change your primary care clinic. You can call them at 1-888-203-7771 (toll free) or 1-715-552-4310.

If your doctor decides that you need to see a specialist outside your primary care clinic, he or she will refer you to see one of our specialists. You may need to have an approved written referral. You must have prior approval from the CompCare Medical Director in order to receive coverage for services provided outside of the CompCare network of providers. Please call our Member Services Representatives to find out if you will need a written referral. You can call them at 1-888-203-7771 (toll free) or 1-715-552-4310.

Dental and chiropractic services are covered under Medicaid fee-for-service, not CompCare. You may receive dental or chiropractic services from any dentist or chiropractor who is willing to accept the Medicaid Forward card.

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Dane	Belleville Cambridge Cottage Grove Deerfield Madison Oregon Stoughton Sun Prairie Verona Waunakee	Madison — St. Mary's Hospital and Medical Center Stoughton — Stoughton Hospital
Jefferson	Fort Atkinson Jefferson Lake Mills Waterloo	Fort Atkinson — Fort Atkinson Healthcare, Inc. Watertown — Watertown Memorial Hospital
Rock	Beloit Clinton Edgerton Evansville Janesville Milton	Beloit — Beloit Memorial Hospital Edgerton — Memorial Community Hospital
Sauk	Baraboo Reedsburg Spring Green	Baraboo — St. Clare Hospital and Health Services Prairie du Sac — Sauk Prairie Memorial Hospital Reedsburg — Reedsburg Area Medical Center
Providers Outside of Service Area		
Columbia	Cambria Columbus Pardeeville Portage Poynette Randolph Rio Wisconsin Dells	Columbus — Columbus Community Hospital Portage — Divine Savior Hospital
Dodge	Beaver Dam Waupun Watertown Juneau Horicon Mayville Fox Lake Brownsville	Beaver Dam — Beaver Dam Community Hospital Waupun — Waupun Memorial Hospital
Green	Albany Monroe New Glarus	Monroe — The Monroe Clinic Hospital
Iowa	Barneveld Dodgeville Highland Mineral Point	Dodgeville — Upland Hills Health
Walworth	Darien Delavan East Troy Elkhorn Lake Geneva Walworth Whitewater	Elkhorn — Aurora Lakeland Medical Center

General Information

Customer Services and
Interpreter Services: 1-800-279-1301 (toll free)
1-608-828-1301

TDD Services: 1-888-773-6456 (toll free)
1-608-827-4086

Hours: Monday-Thursday 7:30 a.m. to 5:00 p.m.
Friday 8:00 a.m. to 4:30 p.m.

Please call our Customer Service Department at 1-800-279-1301 (toll free) or 1-608-828-1301 to find out if your doctor is a Dean Health Plan doctor.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find out what doctors are with your HMO. Please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many pharmacies throughout the Dean Health Plan service area. To find out if Dean Health Plan will pay for prescriptions, ask your pharmacist or call Customer Service at 1-800-279-1301 (toll free) or 1-608-828-1301.

What special services are available to me?

- Health education through our member newsletter.
- Dean on Call — nurses are available to answer your health care questions 24 hours a day, seven days a week.

What enrollment rules must I follow?

You must choose a primary doctor or clinic. You can choose a different doctor or clinic for each family member covered by the Dean Health Plan. You can do this by calling Customer Service at 1-800-279-1301 (toll free) or 1-608-828-1301. If you need help in selecting a primary care provider, you can call Customer Service. Please call your primary care doctor or Customer Service before you see any other doctor. Your doctor must give the other doctor a written referral. The other doctor must have a copy of the written referral in order to see you.

Chiropractic and dental care are covered under Medicaid fee-for-service, not by Dean Health Plan. You can receive dental and chiropractic care from any dentist or chiropractor that is willing to accept the Medicaid Forward card.

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Ashland	Ashland	Ashland — Memorial Medical Center
Barron	Barron Cameron Chetek Cumberland	Prairie Farm Rice Lake Turtle Lake
Bayfield	Bayfield	
Buffalo	Mondovi	
Burnett	Grantsburg Siren	Webster
Chippewa	Bloomer Cadott Chippewa Falls	Cornell Stanley
Clark	Greenwood Loyal Neillsville	Owen Thorp
Douglas	Superior	Superior — St. Mary's Hospital
Dunn	Colfax Menomonie	Menomonie — Myrtle Werth Hospital
Eau Claire	Augusta Fairchild	Eau Claire
Jackson	Black River Falls	Black River Falls — Black River Memorial
Lincoln		
Pierce	Ellsworth Prescott	River Falls — River Falls Hospital
Polk		
Price	Prentice	
Rusk	Ladysmith	Ladysmith — Rusk County Memorial Hospital
Sawyer	Hayward Radisson	Stone Lake
St. Croix	Baldwin Glenwood City	Baldwin — Baldwin Community Hospital New Richmond — Holy Family Hospital
Taylor	Gilman Medford	Rib Lake
Trempealeau	Osseo	Osseo — Osseo Area Medical Center
Washburn	Minong Shell Lake	Spooner
Providers Outside of Service Area		
Minnesota	Cottage Grove Duluth	Hastings Hermantown
		Duluth — Miller Dwan Medical Center Duluth — St. Luke's Hospital Duluth — St. Mary's Medical Center Hastings — Regina Medical Center

General Information

Call 1-888-203-7770 (toll free) or 1-715-552-4300 and ask for a Member Services Representative. Interpreting services are available.

Group Health has many clinics and doctors in your neighborhood working to keep you and your family healthy. Please call our Member Services Representative at 1-888-203-7770 (toll free) or 1-715-552-4300 to find out if your current doctor is a member of our provider network, or to get help choosing a doctor.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find out what doctor is a member of the network. Please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

Most local drugstores will fill prescriptions for Group Health members. Call our Member Services Representatives at 1-888-203-7770 (toll free) or 1-715-552-4300 to find out if Group Health will pay for prescriptions from your favorite drugstore.

What special services are available to me?

Many of our doctors and nurses offer special health education classes, including nutrition and weight-control classes. Your clinic or doctor may also offer special one-on-one counseling on topics of interest to you and your family, such as how to stop smoking. Nurses are available to answer your health questions after hours and on weekends by calling our 24-hour Nurse Advice Line. If you need more information call Group Health Member Services Representatives.

What enrollment rules must I follow?

You should choose a primary care clinic when you enroll with us. Your clinic may offer doctors or other medical providers specializing in Pediatrics, Family Practice, Internal Medicine, or OB/GYN, and nurses with special advanced training. Our Member Services Representatives can help you choose or change your primary care clinic. You can call them at 1-888-203-7770 (toll free) or 1-715-552-4300.

If your doctor decides that you need to see a specialist outside your primary care clinic, he or she will refer you to see one of our specialists. You may need to have an approved written referral. You must have prior approval from the Group Health Cooperative of Eau Claire Medical Director in order to receive coverage for services provided outside of the Group Health Cooperative of Eau Claire network of providers. Please call our Member Services Representatives to find out if you will need a written referral. You can call them at 1-888-203-7771 (toll free) or 1-715-552-4310.

If you use chiropractic services, Group Health Cooperative of Eau Claire provides this service. You will need to use a chiropractor that is part of our provider network. To find out if your current chiropractor is part of our network, or if you need help choosing a chiropractor, please call our Member Services Representatives at 1-888-203-7771 (toll free) or 1-715-552-4310.

Dental services are provided by Medicaid fee-for-service, not Group Health Cooperative of Eau Claire. You may receive dental services from any dentist who is willing to accept the Medicaid Forward card.



Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Dane	Belleville Cottage Grove DeForest Fitchburg Madison Stoughton Verona	Madison — University of Wisconsin Hospital Madison — St. Mary's Hospital Medical Center Madison — Meriter Hospital Stoughton — Stoughton Hospital (Stoughton Hospital is only available to members who select UW Health-Stoughton for their primary care)

General Information

Member Services: 1-608-828-4853

TDD Services: 1-608-828-4815

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find out if your doctor is part of our provider network. Please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

You can use pharmacies in the GHC service area, including Walgreens, ShopKo, Wal-Mart, and GHC clinic pharmacies. Feel free to call GHC Member Services at 1-608-828-4853 for a list of pharmacies.

What special services are available to me?

- Transportation to and from medical appointments.
- Free health education classes, including a stop-smoking program, a weight-loss program, and preparing for childbirth classes.
- Community Advocates to assist you at 1-608-257-9700.
- Prenatal care coordination.
- Member newsletter.
- Interpreter.

What enrollment rules must I follow?

We want you to choose a doctor for you and your family. Each family member can have his or her own doctor. You can change to a different doctor or clinic at any time by calling Member Services.

Chiropractic services are available at the GHC Capitol, East, Hatchery Hill and Sauk Trails Clinics.

Dental services are not available through GHC. Your dental services are covered under Medicaid fee-for-service. You may see any dentist who is willing to accept the Medicaid Forward card.

Clinics in the GroupHealth Cooperative Network**GHC Clinics**

- GHC Capitol Clinic, 675 W. Washington Ave, Madison, WI. Telephone: 257-9700.
- GHC DeForest Clinic, 815 South Main Street, DeForest, WI. Telephone: 846-4787.
- GHC East Clinic, 5249 E. Terrace Drive, Madison, WI. Telephone: 222-9777.
- GHC Hatchery Hill Clinic, 3051 Cahill Main, Fitchburg, WI. Telephone: 661-7200.
- GHC Sauk Trails Clinic, 8202 Excelsior Drive, Madison, WI. Telephone: 831-1766.

UW Health Clinics

- Belleville, 21 South Vine Street, Belleville, WI. Telephone: 424-3384.
- Cottage Grove, 500 Westlawn Drive, Cottage Grove, WI. Telephone: 839-3104.
- Northeast, 3209 Dryden Drive, Madison, WI. Telephone: 241-9020.
- Research Park, 621 Science Drive, Madison, WI. Telephone: 265-8400.
- Stoughton, 100 Silverado Drive, Stoughton, WI. Telephone: 877-2660.
- Verona, 100 North Nine Mound Rd, Verona, WI. Telephone: 845-9531.
- Wingra, 701 Dane Street, Madison, WI. Telephone: 263-3111.

Health Tradition Health Plan

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Buffalo		
Crawford	Prairie du Chien	Prairie du Chien — Prairie du Chien Memorial Hospital
LaCrosse	Holmen LaCrosse Onalaska West Salem	LaCrosse — Franciscan Skemp Healthcare
Monroe	Cashton Norwalk Sparta Tomah	Sparta — Franciscan Skemp Healthcare Tomah — Tomah Memorial Hospital
Trempealeau	Arcadia	Arcadia — Franciscan Skemp Healthcare
Vernon		
Providers Outside of Service Area		
Iowa	Waukon	Waukon — Veteran's Memorial Hospital Waukon — Franciscan Skemp Healthcare — Clinic Only
Minnesota Houston County	Caledonia Houston LaCrescent	Caledonia — Franciscan Skemp Healthcare — Clinic Only Houston — Franciscan Skemp Healthcare — Clinic Only

General Information

Member Advocate: 1-800-545-8499 (toll free)
1-608-783-9507

TDD Services: 1-888-459-3020 (toll free)

Translation services are available. Please contact Member Advocate for further information.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find out if your doctor is an HMO network provider. Please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescription at any pharmacy that participates in the SXC Health Solutions, Inc. pharmacy network. To find out which pharmacies participate in SXC Health Solutions, Inc., ask your local pharmacy or call the Member Advocate at 1-800-545-8499 (toll free) or 1-608-783-9507.

What special services are available to me?

- Personalized, high-quality, compassionate care through Franciscan Skemp Healthcare, a part of Mayo Health System, with local providers.
- Walk-in clinic (urgent care) hours available at many sites.
- Educational programs for prenatal care and diabetes.
- Ask Mayo Clinic (24-hour Nurse Line), 1-877-341-1746 (toll free) or 1-877-728-3311 (TDD — toll free).
- Mayo Clinic Tobacco Quitline, 1-888-642-5566 (toll free) or 1-866-257-2971 (TDD — toll free).

What enrollment rules must I follow?

Health Tradition Health Plan requires that you select a primary care doctor (refer to Family Practice, Center for Women's Health, OB/GYN, Pediatrics, Family Health Clinic, or Internal Medicine) at the time of enrollment. If you do not select a primary care doctor, one will be selected for you. We encourage you to use the same primary care doctor at each visit. You can choose a different doctor for each family member covered by Health Tradition. If you need help in picking a primary care doctor, you can call the Member Advocate number above.

In order to access specialty care outside the Health Tradition network, you must get a referral from your primary care doctor. He or she can also help you in making the appointment with a Health Tradition specialist.

Chiropractic services are available through Health Tradition. You must select a chiropractor within the Health Tradition provider network. If you need help in picking a chiropractic provider, you can call the Member Advocate at 1-800-545-8499 (toll-free) or 608-783-9507.

Dental services are covered under Medicaid fee-for-service, not Health Tradition. Dental services may be received from any dentist who is willing to accept the Medicaid Forward card. For assistance, please call Recipient Services at 1-800-362-3002 (toll free).

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)		Hospitals in County
Brown	DePere Green Bay Luxemburg	Oneida Pulaski	Green Bay — Aurora/BayCare Medical Center Green Bay — St. Mary's Hospital Green Bay — St. Vincent's Hospital
Calumet	Chilton	New Holstein	Chilton — Calumet Medical Center
Clark	Greenwood Loyal Neillsville	Owen Thorp	Neillsville — Memorial Hospital Stanley — Our Lady of Victory Hospital
Dodge	Beaver Dam Brownsville Fox Lake Hustisford	Juneau Mayville Watertown	Beaver Dam — Community Memorial Hospital Watertown — Watertown Memorial Hospital Waupun — Waupun Memorial Hospital
Fond du Lac	Brandon Campbellsport Fond du Lac Lomira	Mount Calvary Ripon Waupun	Fond du Lac — St. Agnes Hospital Ripon — Ripon Medical Center Waupun — Waupun Memorial Hospital
Green Lake	Berlin Markesan	Montello Princeton	Berlin — Berlin Memorial Hospital
Jefferson	Ixonia Johnson Creek Lake Mills	Oconomowoc Watertown	Fort Atkinson — Fort Memorial Hospital Watertown — Watertown Memorial Hospital
Kenosha	Kenosha Paddock Lake	Salem Twin Lakes	Kenosha — Aurora Medical Center — Kenosha Kenosha — Children's Hospital of Wisconsin Kenosha — United Hospital System — Kenosha Medical Center Kenosha — United Hospital System — St. Catherine's Medical Center
Langlade	Antigo	Elcho	Antigo — Antigo Langlade Memorial Hospital
Manitowoc	Kiel Manitowoc	Two Rivers	Manitowoc — Holy Family Medical Center Two Rivers — Two Rivers Medical Center
Marathon	Mosinee Stratford	Wausau	Wausau — Wausau Hospital
Marquette	Montello Neshkoro	Portage Westfield	Berlin — Berlin Memorial Hospital Portage — Divine Savior Hospital
Menomonee	Keshena		Shawano — Shawano Medical Center
Milwaukee	Brown Deer Cudahy Greendale Greenfield Hales Corners Milwaukee Oak Creek	St. Francis Shorewood S. Milwaukee Wauwatosa West Allis Whitefish Bay	Cudahy — St. Luke's South Shore Milwaukee — Aurora Sinai Medical Center Milwaukee — Children's Hospital of Wisconsin Milwaukee — Columbia Hospital Milwaukee — St. Francis Hospital Milwaukee — St. Joseph's Outpatient Center Milwaukee — St. Joseph's Regional Medical Center Milwaukee — St. Mary's Hospital Milwaukee — St. Mary's Sacred Heart Rehabilitation Institute Milwaukee — St. Michael Hospital Milwaukee — Wisconsin Heart Hospital West Allis — West Allis Memorial Hospital
Oconto	Abrams Lakewood Lena	Oconto Oconto Falls	Oconto Falls — Community Memorial Hospital
Outagamie	Appleton Hortonville Kaukauna	Little Chute New London Seymour	Appleton — St. Elizabeth Hospital New London — New London Family Medical Center
Ozaukee	Belgium Cedarburg Grafton	Mequon Port Washington Thiensville	Mequon — Columbia/St. Mary's Ozaukee
Racine	Burlington Racine	Union Grove Waterford	Burlington — Memorial Hospital of Burlington Racine — All Saints Medical Center — St. Luke's Campus Racine — All Saints Medical Center — St. Mary's Campus
Rock	Beloit		Beloit — Beloit Memorial Hospital
Shawano	Biramwood Keshena	Shawano Wittenburg	Shawano — Shawano Medical Center
Sheboygan	Elkhart Lake Oostburg	Plymouth Sheboygan	Plymouth — Valley View Medical Center Sheboygan — St. Nicholas Hospital Sheboygan — Sheboygan Memorial Medical Center

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Taylor	Gilman Medford	Medford — Memorial Health Center
Walworth	Darien Delavan East Troy Elkhorn	Elkhorn — Aurora Lakeland Medical Center
Washington	Germantown Hartford Jackson	Hartford — Aurora Medical Center West Bend — St. Joseph's Community Hospital
Waukesha	Brookfield Delafield Hartland Menomonee Falls Mukwonago Muskego	Brookfield — Elmbrook Memorial Hospital Oconomowoc — Oconomowoc Memorial Hospital
Waupaca	Clintonville Manawa Marion	Waupaca — Riverside Medical Center
Waushara	Plainfield Redgranite	Wild Rose — Wild Rose Community Memorial Hospital
Winnebago	Hilbert Menasha Neenah	Neenah — Children's Hospital of Wisconsin Oshkosh — Mercy Medical Center
Wood	Marshfield Nekoosa	Wisconsin Rapids — Riverview Hospital

General Information

Member Services: 1-888-713-6180 (toll free) or 1-414-345-4646

TDD Services: 1-800-446-6136 (toll free) or 1-414-345-4621

To find out what doctors and clinics are with Managed Health Services, call us at the Member Services numbers above.

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can also help you find a doctor in your provider network. Please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many drugstores in your county. To find out if Managed Health Services will pay for prescriptions from your favorite drugstore, call our Member Services Department at 1-888-713-6180 (toll free) or 1-414-345-4646.

What special services are available to me?

- Each season of the year you will get a member newsletter. This will have helpful tips about your health and information about MHS.
- MHS has an after-hours telephone line called NurseWise. This is staffed by nurses who can get you the help you need if you cannot reach your PCP.
- MHS has staff that speak English, Spanish, and Hmong. We also have interpreter services for other languages, including American Sign Language. We also have materials on tape, in large print, and in Braille.
- MHS offers special programs including smoking cessation, diabetes, asthma, and Start Smart for Your Baby.
- MHS has a Connections program to connect you to quality health care and social services:
 - ✓ Connections staff will talk to you on the telephone, send you information, and visit your home if you would like them to come.
 - ✓ Connections can also help connect you to community social services; if you need food, housing, clothing, utility services, etc.
 - ✓ Call for a Connection at 1-888-713-6180.

What enrollment rules must I follow?

We want you to choose a primary care doctor when you enroll with us. You can do this by calling our Member Services Department at 1-888-713-6180 (toll free) or 1-414-345-4646. You can change your primary care doctor by calling the same number.

Prescription drugs may require a prior authorization. If you or your doctor would like a list, please call MHS at Member Services.

Women can choose both an OB/GYN and another primary care doctor; a referral is not needed to see an OB/GYN doctor.

To find out if dental services are available in your county through Managed Health Services, please call our Member Services Department.

Chiropractic services are covered under Medicaid fee-for-service, not Managed Health Services. You may see any chiropractor that is willing to accept the Medicaid Forward card.

Referrals to a specialist are handled through your primary doctor.

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Green	Brodhead	
Rock	Beloit Edgerton Evansville Janesville Milton	Janesville — Mercy Hospital
Walworth	Delavan Lake Geneva Sharon Whitewater	Elkhorn — Lakeland Medical Center, only when Mercy Health Systems physicians provide services.

General Information

Customer Service:	1-800-895-2421 (toll free)
TDD Services:	1-800-947-3529 (toll free)
HMO Advocate:	1-800-752-3431 (toll free)
24-Hour MVP Line:	1-888-756-6060 (toll free)

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find a doctor in your HMO network. Please call the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

Translation or interpretation services are available for those members who need them. Please contact Member Services Representatives at 1-800-895-2421 (toll free).

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many pharmacies throughout the MercyCare service area. To find out if MercyCare will pay for prescriptions at your pharmacy, ask your pharmacist or call Customer Service at 1-800-895-2421 (toll free).

What special services are available to me?

- 24-Hour Access Line — Available to answer your questions 24 hours a day, seven days a week.
- Health education classes.
- Diabetes and asthma counseling.
- Prenatal Care Coordination.
- Transportation (free rides) to and from any medical appointments.
- Member newsletter.

What enrollment rules must I follow?

As a member of MercyCare, you must choose a primary care doctor when you need health care. If you need help in choosing a doctor, call our Customer Service Department at 1-800-895-2421 (toll free). You can change your doctor at any time by calling Customer Service at 1-800-895-2421 (toll free). You must get a referral from your primary care doctor in order to access specialty care outside of the MercyCare network. If your primary care doctor decides that you should see a specialist, he or she will handle your referral.

Your chiropractic and dental services are covered under Medicaid fee-for-service, not MercyCare. You may get your chiropractic and dental services from any chiropractor or dentist who is willing to accept the Medicaid Forward card.

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)		Hospitals in County
Brown	DePere Green Bay Luxemburg	Oneida Pulaski	Green Bay — Aurora/BayCare Medical Center Green Bay — St. Mary's Hospital Green Bay — St. Vincent's Hospital
Calumet	Chilton	New Holstein	Chilton — Calumet Medical Center
Clark	Greenwood Loyal Neillsville	Owen Thorp	Neillsville — Memorial Hospital Stanley — Our Lady of Victory Hospital
Dodge	Beaver Dam Brownsville Fox Lake Hustisford	Juneau Mayville Watertown	Beaver Dam — Community Memorial Hospital Watertown — Watertown Memorial Hospital Waupun — Waupun Memorial Hospital
Fond du Lac	Brandon Campbellsport Fond du Lac Lomira	Mount Calvary Ripon Waupun	Fond du Lac — St. Agnes Hospital Ripon — Ripon Medical Center Waupun — Waupun Memorial Hospital
Green Lake	Berlin Markesan	Montello Princeton	Berlin — Berlin Memorial Hospital
Jefferson	Ixonia Johnson Creek Lake Mills	Oconomowoc Watertown	Fort Atkinson — Fort Memorial Hospital Watertown — Watertown Memorial Hospital
Kenosha	Kenosha Paddock Lake	Salem Twin Lakes	Kenosha — Aurora Medical Center — Kenosha Kenosha — Children's Hospital of Wisconsin Kenosha — United Hospital System — Kenosha Medical Center Kenosha — United Hospital System — St. Catherine's Medical Center
Langlade	Antigo Elcho		Antigo — Antigo Langlade Memorial Hospital
Manitowoc	Kiel Manitowoc	Two Rivers	Manitowoc — Holy Family Medical Center Two Rivers — Two Rivers Medical Center
Marathon	Mosinee Stratford	Wausau	Wausau — Wausau Hospital
Marquette	Montello Neshkoro	Portage Westfield	Berlin — Berlin Memorial Hospital Portage — Divine Savior Hospital
Menomonee	Keshena		Shawano — Shawano Medical Center
Milwaukee	Brown Deer Cudahy Greendale Greenfield Hales Corners Milwaukee Oak Creek	St. Francis Shorewood S. Milwaukee Wauwatosa West Allis Whitefish Bay	Cudahy — St. Luke's South Shore Milwaukee — Aurora Sinai Medical Center Milwaukee — Children's Hospital of Wisconsin Milwaukee — Columbia Hospital Milwaukee — St. Francis Hospital Milwaukee — St. Joseph's Outpatient Center Milwaukee — St. Joseph's Regional Medical Center Milwaukee — St. Mary's Hospital Milwaukee — St. Mary's Sacred Heart Rehabilitation Institute Milwaukee — St. Michael Hospital Milwaukee — Wisconsin Heart Hospital West Allis — West Allis Memorial Hospital
Oconto	Abrams Lakewood Lena	Oconto Oconto Falls	Oconto Falls — Community Memorial
Outagamie	Appleton Hortonville Kaukauna	Little Chute New London Seymour	Appleton — St. Elizabeth Hospital New London — New London Family Medical Center
Ozaukee	Belgium Cedarburg Grafton	Mequon Port Washington Thiensville	Mequon — Columbia/St. Mary's Ozaukee
Racine	Burlington Racine	Union Grove Waterford	Burlington — Memorial Hospital of Burlington
Shawano	Biramwood Keshena Shawano	Wittenburg	Shawano — Shawano Medical Center
Sheboygan	Elkhart Lake Oostburg	Plymouth Sheboygan	Plymouth — Valley View Medical Center Sheboygan — St. Nicholas Hospital Sheboygan — Sheboygan Memorial Medical Center

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)		Hospitals in County
Taylor	Gilman Medford	Rib Lake	Medford — Memorial Health Center
Walworth	Darien Delavan East Troy Elkhorn	Lake Geneva Walworth Whitewater	Elkhorn — Aurora Lakeland Medical Center
Washington	Germantown Hartford Jackson	Kewaskum Slinger West Bend	Hartford — Aurora Medical Center West Bend — St. Joseph's Community Hospital
Waukesha	Brookfield Delafield Hartland Menomonee Falls Mukwonago	Muskego New Berlin Oconomowoc Pewaukee Waukesha	Brookfield — Elmbrook Memorial Hospital Oconomowoc — Oconomowoc Memorial Hospital
Waupaca	Clintonville Iola Manawa	Marion Waupaca Weyauwega	Waupaca — Riverside Medical Center
Wausara	Plainfield Redgranite	Wautoma Wild Rose	Wild Rose — Wild Rose Community Memorial Hospital
Winnebago	Hilbert Menasha Neenah	Omro Oshkosh Winneconne	Neenah — Children's Hospital of Wisconsin Oshkosh — Mercy Medical Center
Wood	Marshfield Nekoosa	Wisconsin Rapids	Wisconsin Rapids — Riverview Hospital

General Information

Member Services: 1-888-713-6180 (toll free) or 1-414-345-4646

TDD Services: 1-800-446-6136 (toll free) or 1-414-345-4621

Spanish and Hmong Services: 1-888-713-6180 (toll free)

To find out what doctors and clinics are with Network Health Plan, call Customer Service at the number above or the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free).

What pharmacies (drugstores) will fill my prescriptions?

You can fill prescriptions at many drugstores in your county. To find out if Network Health Plan will pay for prescriptions from your favorite drugstore, call our Member Services Department at 1-888-713-6180 (toll free) or 1-414-345-4646.

What special services are available to me?

- Each season of the year you will get a member newsletter. This will have helpful tips about your health and information about NHP.
- NHP has an after-hours telephone line called NurseWise. This is staffed by nurses who can get you the help you need if you cannot reach your PCP.
- NHP has staff that speak English, Spanish, and Hmong. We also have interpreter services for other languages, including American Sign Language. We also have materials on tape, in large print, and in Braille.
- Special programs including smoking cessation, diabetes, asthma, and Start Smart for Your Baby.
- NHP has a Connections program to connect you to quality health care and social services:
 - ✓ Connections staff will talk to you on the telephone, send you information, and visit your home if you would like them to come.
 - ✓ Connections can also help connect you to community social services. If you need food, housing, clothing, utility services, etc.
 - ✓ Call for a Connection at 1-888-713-6180.

What enrollment rules must I follow?

We want you to choose a primary care doctor when you enroll with us. You can do this by calling our Member Services Department at 1-888-713-6180 (toll free) or 1-414-345-4646. You can change your primary care doctor by calling the same number.

Prescription drugs may require a prior authorization. If you or your doctor would like a list, please call Member Services.

Women can choose both an OB/GYN and another primary care doctor; a referral is not needed to see an OB/GYN doctor.

To find out if dental services are available in your county through Managed Health Services, please call our Member Services Department.

Chiropractic services are covered under Medicaid fee-for-service, not Network Health Plan. You may see any chiropractor that is willing to accept the Medicaid Forward card.

Referrals to a specialist are handled through your primary doctor.

Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)		Hospitals in County
Adams	Friendship		Friendship Moundview Memorial Hospital
Barron	Chetek Cumberland	Rice Lake Turtle Lake	Cumberland — Cumberland Memorial Hospital Rice Lake — Lakeview Medical Center
Chippewa	Cadott Chippewa Falls	Cornell Stanley	Chippewa Falls — St. Joseph's Hospital Stanley — Our Lady of Victory Hospital
Clark	Greenwood Loyal Neillsville	Owen Thorp	Neillsville — Memorial Hospital
Dunn	Menomonie		
Eau Claire	Augusta Eau Claire	Fairchild	Eau Claire — Sacred Heart Hospital and Oakleaf Surgical Hospital
Forest	Crandon Laona		
Iron	Mercer		
Jackson	Black River Falls		Black River Falls — Black River Memorial Hospital
Juneau	Mauston		Mauston — Hess Memorial Hospital
Langlade	Antigo Biramwood	Elcho	Antigo — Langlade Memorial Hospital
Lincoln	Merrill Tomahawk		Merrill — Good Samaritan Health Center Tomahawk — Sacred Heart Hospital
Marathon	Athens Colby/Abbotsford Edgar Marathon	Mosinee Stratford Wausau Weston	Wausau — Aspirus Wausau Hospital Weston — St. Claire's Hospital of Weston
Oneida	Minocqua Rhinelander	Three Lakes Woodruff	Rhinelander — St. Mary's Hospital Woodruff — Howard Young Medical Center
Pepin	Durand		Durand — Chippewa Valley Hospital
Portage	Amherst Plover	Rosholt Stevens Point	Stevens Point — St. Michael's Hospital
Price	Park Falls Prentice	Phillips	Park Falls — Flambeau Hospital
Rusk	Bruce Ladysmith		Ladysmith — Rusk County Memorial Hospital
Sawyer	Hayward Radisson	Stone Lake	Hayward — Hayward Area Memorial Hospital
Shawano	Wittenberg		
Taylor	Gilman Medford	Rib Lake	Medford — Memorial Health Center
Trempealeau	Osseo		
Vilas	Eagle River Land O'Lakes	Phelps	Eagle River — Eagle River Memorial Hospital
Washburn			
Waupaca	Iola Waupaca		Waupaca — Riverside Medical Center
Waushara	Wautoma		
Wood	Marshfield Nekoosa	Wisconsin Rapids	Marshfield — St. Joseph's Hospital Wisconsin Rapids — Riverview Hospital

General Information

Customer Service:	1-800-791-3044 (toll free)
24-Hour Nurse Line:	1-800-549-3174 (toll free)
Mental Health/AODA Services:	1-800-791-3044 (toll free)
Pharmacy Questions:	1-800-791-3004 (toll free)

The Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist can help you find a doctor who is a provider in your HMO. Please call the Enrollment Specialist at 1-800-291-2002 (toll free) if you have any questions.

What pharmacies (drugstores) will fill my prescriptions?

Many independent (local) pharmacies in your area will fill your prescription. All chains, such as Shopko, Copps, Walgreens, K-Mart, and Wal-Mart will also fill your prescription. Call Customer Service at 1-800-791-3044 if you have questions about getting your prescriptions filled.

What special services are available to me?

- Customer service from people who live in your area and who know and care about the needs of residents of eastern, northern, western and central Wisconsin.
- Toll free 24-hour nurse line, which you can call to ask health-related questions for you and your family.
- Member newsletters.
- Assistance with transportation arrangements for medical appointments.
- Health education information and services on tobacco cessation, asthma management, diabetes education, prenatal care, preventive care, and other topics.
- HealthChecks are usually done at your provider's office, but may also be done at local health departments in some counties.

What enrollment rules must I follow?

You must pick a primary care doctor/provider from our list. This doctor/provider will provide or coordinate the majority of your health care needs. The primary care doctor/provider you pick does not have to be in the same county that you live in. We encourage you to use the same primary care doctor/provider at each visit. You are able to change your primary care doctor/provider any time simply by calling Customer Service at 1-800-791-3044 (toll free).

Your dental and chiropractic services are covered under Medicaid fee-for-service, not Security Health Plan. You may receive dental and chiropractic services from any dentist or chiropractor that is willing to accept the Medicaid Forward card.

UnitedHealthcare of Wisconsin



Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)		Hospitals in County
Brown*	DePere Denmark	Green Bay Pulaski	Green Bay — Bellin Memorial Hospital Green Bay — Aurora Baycare Med Center
Calumet*	Brillion Chilton	New Hoslstein	Chilton — Calumet Medical Center
Fond du Lac*	Ripon		Ripon — Ripon Medical Center
Green Lake*	Berlin Green Lake	Markesan Princeton	Berlin — Berlin Memorial Hospital
Kenosha	Kenosha Pleasant Prairie	Salem Twin Lakes	Kenosha — Aurora Medical Center - Kenosha Kenosha — Children's Hospital of Wisconsin Kenosha — United Hospital System — Kenosha Medical Center Kenosha — United Hospital System — St. Catherine's Medical Center
Manitowoc*	Two Rivers		Holy Family Memorial Hospital
Marquette*	Montello		
Menominee*	Keshena		
Milwaukee	Brown Deer Cudahy Franklin Glendale Greenfield Hales Corners Milwaukee	Oak Creek Shorewood S. Milwaukee St. Francis Wauwatosa West Allis Whitefish Bay	Glendale — Orthopedic Hospital of Wisconsin Milwaukee — Aurora Sinai Medical Center Milwaukee — Children's Hospital of Wisconsin Milwaukee — Columbia Hospital Milwaukee — Froedtert Memorial Hospital Milwaukee — Sacred Heart Rehabilitation Hospital Milwaukee — St. Francis Hospital Milwaukee — St. Joseph's Hospital Milwaukee — St. Mary's Hospital Milwaukee — St. Michael's Hospital Milwaukee — Wisconsin Heart Hospital West Allis — West Allis Memorial Hospital
Oconto*	Gillett Lakewood Oconto	Oconto Falls Suring	Oconto — Oconto Memorial Hospital Oconto Falls — Community Memorial Hospital
Outagamie*	Appleton Black Creek Kaukauna	Kimberly Seymour	Appleton — Appleton Medical Center
Ozaukee	Belgium Cedarburg Grafton Mequon	Port Washington Thiensville	Mequon — Columbia/St. Mary's Ozaukee
Racine	Burlington Pleasant Prairie Racine	Salem Sturtevant Union Grove	Burlington — Memorial Hospital of Burlington Racine — St. Luke's Medical Center Racine — St. Mary's Medical Center Waterford — Lakeview NeuroRehab Center
Shawano*	Bonduel Shawano	Tigerton	Shawano — Shawano Medical Center
Sheboygan	Cedar Grove Plymouth Random Lake	Sheboygan Sheboygan Falls	Sheboygan — Aurora Sheboygan Medical Center
Washington	Germantown Hartford	Slinger West Bend	Hartford — Aurora Medical Center West Bend — St. Joseph's Community Hospital
Waupaca*	Clintonville Iola Manawa Marion	New London Waupaca Weyauwega	New London — New London Family Medical Center Waupaca — Riverside Medical Center

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)		Hospitals in County
Waukesha	Brookfield Butler Delafield Eagle Genesee Depot Germantown Hartland Menomonee Falls	Mukwonago Muskego New Berlin Oconomowoc Pewaukee Sussex Waukesha	Brookfield — Elmbrook Memorial Hospital Menomonee Falls — Community Memorial Hospital Oconomowoc — Oconomowoc Mem Hol Hospital Oconomowoc — Sacred Heart Rehab Hospital Waukesha — Waukesha Mem Hospital
Waushara*	Plainfield Wautoma	Wild Rose	Wild Rose — Wild Rose Community Memorial Hospital
Winnebago*	Menasha Neenah	Oshkosh Winneconne	Neenah — Theda Clark Medical Center Neenah — Children's Hospital of Wisconsin Fox Valley Oshkosh — Aurora Medical Center

*Counties formerly serviced by Touchpoint Health Plan are now included in UnitedHealthcare service area. On your enrollment form, the former Touchpoint Health Plan is now listed as UHC North.

General Information

Customer and Translation Services: 1-800-504-9660 (toll free)
TDD Services: 1-800-324-7448 (toll free)
Interpreter Services: 1-800-504-9660 (toll free)
Transportation Services: 1-800-504-9660 (toll free)
Doral Dental: 1-800-417-7140 (toll free) or 1-800-404-4721 (toll free)
Herslof Vision Care: 1-414-462-5522 or 1-800-796-6296 (toll free)

For general information or to find out if your doctor is a member of our provider network, please call Customer Service at 1-800-504-9660 (toll free). Or you can call an Enrollment Specialist at 1-800-291-2002 (toll free) to help you find a physician in the UnitedHealthcare network.

What pharmacies (drugstores) will fill my prescriptions?

UnitedHealthcare has contracts with Walgreens, K-Mart, Osco, Wal-Mart, Kohl's Rx, Target, ShopKo, and other pharmacies in Wisconsin. Ask your pharmacist if they are a UnitedHealthcare provider. Be sure to show them your Forward card and any other insurance card you may have. Prescription drugs may require a prior authorization.

What special services are available to me?

- UnitedHealthcare has prenatal support programs, nutritional counseling, smoking cessation, diabetes and asthma programs. Call the Customer Service number above for more information about other health-related and community programs.
- UnitedHealthcare has social workers that can help with questions about nutrition/WIC, labor and delivery, breastfeeding, quitting smoking, fetal development, newborn care, etc., through our Healthy First Steps program. To learn more call 1-414-443-4630 or 1-888-303-6163.
- UnitedHealthcare has an Advocacy Program to assist with access to care issues and cultural sensitivity. Please call Customer Service if you have any questions about the advocacy services.
- UnitedHealthcare provides common carrier transportation for covered medical services in Milwaukee County.
- UnitedHealthcare has a 24-hour emergency service to help you and your family get care in emergency situations. Call the Customer Service number above for more information.

What enrollment rules must I follow?

Every enrollee must choose a primary care doctor. If you do not choose a doctor, one will be chosen for you. This doctor will see you for most of your health care needs. To change your doctor, you must call UnitedHealthcare Customer Service at 1-800-504-9660 (toll free). You can see your new doctor on the first day of the month after we receive your call.

Telephone numbers are mailed to you in a member packet. Review your member handbook and your doctor listings.

UnitedHealthcare offers services to help you talk with your doctor or other health care workers. You can get this service if you do not speak English or have hearing and speech barriers. We can help you get language and sign language services. Call our Customer Service number listed above for help.

If you need to see another doctor or specialist, your primary care doctor must say it is okay. Your primary doctor will send the other doctor a written referral. The other doctor must have a copy of this written referral to see you. Women can choose both an OB/GYN and another primary care doctor; a referral is not needed to see an OB/GYN doctor.

Prescription drugs may require prior authorization.

UnitedHealthcare provides dental services only in the following counties: Kenosha, Milwaukee, Racine, and Waukesha. For all other counties, your dental services are covered under Medicaid fee-for-service. You may receive dental services from any dentist that is willing to accept the Medicaid Forward card.

Your chiropractic services are covered under Medicaid fee-for-service. You may receive chiropractic services from any chiropractor that is willing to accept the Medicaid Forward card.



Where can I get care?

Counties with Primary Care Providers (PCPs)	Cities with Primary Care Providers (PCPs)	Hospitals in County
Dane	Belleville Cottage Grove Cross Plains Deforest Fitchburg Madison McFarland Monona Mt. Horeb Oregon Stoughton Sun Prairie Verona Waunakee	Madison — UW Children's Hospital Madison — UW Hospital and Clinics Madison — Meriter Hospital Stoughton — Stoughton Hospital

General Information

Customer Service: 1-800-362-3310 (toll free) or 1-608-643-2491

TDD Services: 1-608-643-1421

Interpreter Services: 1-800-362-3310 (toll free)

Please call Unity's Customer Service number listed above to find out if your doctor is a Unity Health Insurance doctor or contact the Wisconsin Medicaid and BadgerCare HMO Enrollment Specialist at 1-800-291-2002 (toll free).

What pharmacies (drugstores) will fill my prescriptions?

You can fill your prescriptions at many drugstores in Unity's service area. Ask your pharmacist if he or she is a Unity Health Insurance provider or call Customer Service.

What special services are available to me?

- All primary care clinics offer stop smoking counseling. Certain UW Health clinics offer the First Breath stop smoking program to pregnant women.
- Community Outreach Manager to help assess and arrange for your health care needs — call 1-800-362-3008 (toll free) and ask for the Medicaid Advocate.
- "Health Bound" educational programs at UW Hospital and Clinics.
- Member newsletter.
- Transportation arrangements to medical and dental appointments for members in the Madison area.
- A "Welcome Baby" program and gift is offered to members that get healthy prenatal care.
- "Get In and Win" — Each month a drawing for Wal-Mart gift certificates is held for members who received a HealthCheck exam.

What enrollment rules must I follow?

You must choose a primary care provider (PCP) for each family member when you enroll with Unity. Initially we will assign you a doctor, but you may change this at any time by calling us at 1-800-362-3310 (toll free) or 1-608-643-2491. If you call us by the 20th day of the month, you can go to your new doctor the first day of the next month.

Your clinic and/or PCP's name will be on your Unity identification card. If you choose a doctor at one of the clinics listed below, you can see any doctor at that clinic.

UW Health — Belleville Family Medical Clinic
UW Health — Northeast Family Medical Clinic
UW Health — Research Park Clinic
UW Health — Wingra Family Medical Center
UW Health — Verona

Be sure to check your Unity identification card to make sure the doctor or clinic listed is your doctor. If it is not, call Unity Customer Service at 1-800-362-3310 (toll free) or 1-608-643-2491 to change it.

Your Unity Health Insurance doctor may refer you to another doctor (a specialist) for certain health problems. You may not make an appointment to see a specialist until you have contacted your PCP first. Your PCP will submit a referral request for your treatment or visits to the specialist. Call Customer Service at 1-800-362-3310 (toll free) or 1-608-643-2491 with any questions about Unity.

Your dental and chiropractic services are covered under Medicaid fee-for-service, not Unity Health Insurance. You may receive dental and chiropractic services from any dentist or chiropractor who is willing to accept the Medicaid Forward card.

